

DDA Key Performance Indicators for FY14

Measure	FY14 Goal
Percentage of intake applications received that have been responded to within required timelines	80.00%
Percentage of ISPs that are completed on-time (annually)	95.00%
Percentage of reported issues that are resolved on-time	80.00%
Percent of people with a Level of Need (LON) assessment completed on schedule	95.00%
Percentage of waiver providers currently receiving a twelve (12) month full certification	80.00%
Percentage of investigations completed within required timelines	95.00%
Percentage of DDA Service Coordinators, staff and supervisors who completed required competency-based training	95.00%
Percentage of people with restrictive interventions who have an approved Behavior Support Plan	90.00%
Number of people in supported or competitive employment	350.00